Claims

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1   1. (currently amended) A system for collecting,
2 processing, and presenting survey information comprising:

3   I.   an automated survey communication system for
4   connecting to survey participants for
5   conducting a survey to obtain survey data, said
6   survey communication system capable of
7   executing software scripts for implementing
8   desired automated survey routines;

9   II.   a customer viewpoint module for providing
10   software scripts to said survey communication
11   system for surveying survey participants who
12   are customers using a drill-down method,, said
13   survey data obtained from the customers
14   including patient viewpoint data;

15   III. a personal clinical data analysis module for
16   automatically generating analyzed data
17   generated by analyzing said survey data,
18   wherein said personal clinical data analysis
19   module generates reports on said analyzed data
20   for use by the survey consumer;

21   IV.   an office team viewpoint module for providing
22   software scripts to said survey communication
23   system for surveying survey participants who
24   are employees using a drill-down method, , said
25   survey data obtained from the employees
26   including employee viewpoint data; and

27	V.	an office fiscal performance viewpoint module
28		for providing software scripts to said survey
29		communication system for surveying survey
30		participants who are managers using a drill-
31		down method, and further for receiving said
32		survey data from said survey communication
33		system, said survey data obtained from the
34		managers including fiscal performance data; and
35	VI.	an office data presentation module for
36		generating assessed survey information for
37		presenting to end users in a formatted manner,
38		said assessed survey information including
39		information for providing quality assessments
40		of an organization, wherein
41	said	drill-down method utilizes one or both of
42		survey data already provided by a current
43		survey participant and historical survey data
44		to determine a subsequent survey question to be
45		asked of the current survey participant, and
46		further wherein
47	said	system automatically calculates and displays
48		survey results in real time or near real time
49		to each survey participant utilizing historical
50		survey data to allow each current survey
51		participate to see a formatted survey report
52		incorporating the survey data obtained from the
53		current survey participant during or
54		immediately after the conducted survey with the
55		current participant, said displayed analyzed
56		feedback formatted in a custom manner based on

57   whether the current survey participant is a
58   customer, or is an employee or a manager.

1   2. (original) The system according to claim 1
2   wherein said generating assessed survey information for
3   presenting to end users in a formatted manner utilizes a
4   compass viewpoint information presentation paradigm.

1   3. (original) The system according to claim 1
2   applied to a medical care provider, wherein said customer
3   is a patient, said system further comprising:

4   a comparative practice data repository for storing
5   and retrieving said survey data and for storing
6   and retrieving said analyzed data and for
7   storing and retrieving said assessed survey
8   information;

9   a historical data repository on clinic performance
10   for storing fiscal historical performance
11   normative data for use by said office data
12   presentation module for generating and
13   displaying historical fiscal performance
14   comparisons for predicting fiscal success; and

15   a clinical and pathophysiologic normative data
16   repository for storing clinical and
17   pathophysiologic normative data obtained from
18   various sources, said clinical and
19   pathophysiologic normative data relating
20   patient parameters including age, gender, and
21   medical conditions.

1   4. (original) The system according to claim 3
2   wherein said customer viewpoint data includes:

3   A.   customer satisfaction data;

4   B.   office process viewpoint data;

5   C.   provider care and concern data; and

6   D.   verbatim viewpoint comments;

7   and further wherein said employee viewpoint data

8   includes:

9   A.   job performance data including:

10   i.   ability to keep pace data;

11   ii.   opportunities to improve data;

12   iii. job security data; and

13   iv.   performance expectations data;

14   B.   team function data including:

15   i.   team communication data;

16   ii.   team operation data;

17   iii. stress environment data;

18   iv.   change implementation data; and

19   v.   overall viewpoint data;

20   C.   verbatim comments; and

21   D.   employee function data;

22   and still further wherein said fiscal performance

23   data includes:

24   A.   staffing data;

25   B.   compliance data;

26   C.   encounter frequency data;

27   D.   production data;

28   E.   collections data

29   F.   receipts data;

30   G.   accounts receivable data;

31   H.   cost data; and

32   I.   overhead data;

1   5. (original) The system according to claim 4
2 wherein said analyzed data includes:

3   A.   comparative patient level data for storing in
4   said clinical and pathophysiological normative
5   data repository, said comparative patient level
6   data including:

7   i.   patient age data;
8   ii. patient gender data;
9   iii. patient functional health status data
10   iv. patient health screening data
11   v.   patient family medical history data;
12   vi. patient medication data;
13   vii. patient pathophysiology data;
14   viii.   patient health habits data;
15   ix. patient counseling data;
16   x.   patient satisfaction data;
17   xi. patient health care access data; and
18   xii. patient payment capability data;
19   B.   comparative data for stored in said comparative
20   practice data repository; and

21   C.   analyzed data stored in said comparative
22   practice data repository.

1   6. (original) The system according to claim 5
2 wherein said assessed survey information includes:

3   A. patient viewpoint results including:

4   i. office process viewpoints;

5   ii. provider care and concern viewpoints;

6   iii. overall visit viewpoints; and

7   iv. verbatim comments on processes;

8   B. functional health status results; and

9   C. fiscal performance viewpoint results.

1   7. (original) The system according to claim 1

2 applied to a medical care provider wherein said customer

3 is a patient and further wherein said analyzed data

4 includes:

5   A. comparative patient level data for storing in

6   said clinical and pathophysiological normative

7   data repository, said comparative patient level

8   data including:

9   i. patient age data;

10   ii. patient gender data;

11   iii. patient functional health status data

12   iv. patient health screening data

13   v. patient family medical history data;

14   vi. patient medication data;

15   vii. patient pathophysiology data;

16   viii.patient health habits data;

17   ix. patient counseling data;

18   x. patient satisfaction data;

19   xi. patient health care access data; and

20   xii. patient payment capability data;

21   B. comparative data for stored in said comparative

22   practice data repository; and

23   C.   analyzed data stored in said comparative
24   practice data repository.

1   8. (original) The system according to claim 7
2   wherein said assessed survey information includes:

3   A.   patient viewpoint results including:

4   i.   office process viewpoints;
5   ii.   provider care and concern viewpoints;
6   iii. overall visit viewpoints; and
7   iv.   verbatim comments on processes;
8   B.   functional health status results; and
9   C.   fiscal performance viewpoint results.

1   9. (original) The system according to claim 3
2   applied to a medical care provider, wherein said customer
3   is a patient and further wherein said assessed survey
4   information includes:

5   A.   patient viewpoint results including:

6   i.   office process viewpoints;
7   ii.   provider care and concern viewpoints;
8   iii. overall visit viewpoints; and
9   iv.   verbatim comments on processes;
10   B.   functional health status results; and

11   C.   fiscal performance viewpoint results.

1   10. (original) The system according to claim 1
2   applied to a medical care provider wherein said customer
3   is a patient and further wherein said analyzed data
4   includes:

5   patient family and social histories;

6   reviews of health habits;

7   health concerns;

8   medication reviews;

9   health screening information; and

10   recommendations based on nationally accepted

11   guidelines, age, gender, and condition specific

12   care.

1   11. (original) The system according to claim 10

2   wherein said generating assessed survey information for

3   presenting to end users in a formatted manner utilizes a

4   compass viewpoint information presentation paradigm.

1   12. (currently amended) A system for collecting,

2   processing, and presenting survey information for a

3   medical care provider comprising:

4   I.   a survey communication system for connecting to

5   a survey participant and obtaining participant

6   survey data, said survey communication system

7   comprising:

8   A.   a connection device connected to a

9   communication network for connecting said

10   communication network to a survey

11   participant; and

12   B.   an automated surveying system connected to

13   said connection device, wherein said

14   automated surveying system executes survey

15   scripts for collecting survey data from

16   the survey participant, said automated

17   surveying system including an automated

18		interactive voice recognition unit for
19		accepting oral responses from the survey
20		participant, said automated interactive
21		voice recognition unit including a voice
22		recognition module to interpret said oral
23		responses and generate said participant
24		survey data therefrom;
25		said automation surveying system further
26		including a means for recording verbatim
27		comments;
28	II.	a patient viewpoint module for providing
29		software scripts to said survey communication
30		system for surveying survey participants who
31		are patients and further for receiving said
32		survey data including patient survey data
33		obtained from the patient, from said survey
34		communication system, said patient viewpoint
35		module containing physician office survey
36		programs comprising:
37	A.	a patient viewpoint program for providing
38		patient viewpoint survey scripts to said
39		external surveying system for obtaining
40		participant viewpoint data from the
41		patient;
42	B.	a functional health status program for
43		providing functional health status survey
44		scripts to said external surveying system
45		for obtaining functional health status
46		data from the patient;
47	C.	a panel membership program for providing a
48		panel membership survey script to said

49		external surveying system for inviting the
50		patient to join a panel;
51	D.	a verbatim comments program for providing
52		verbatim comments survey scripts for
53		obtaining said verbatim comments from the
54		patient;
55	E.	a data storage program for checking an
56		integrity of said participant survey data,
57		and for storing participant survey data
58		that passes an integrity check into a
59		comparative practice data repository; said
60		patient survey data including:
61		i. said participant viewpoint data
62	including:
63		participant satisfaction data;
64		office process viewpoint data;
65		provider care and concern data;
66		and
67		verbatim viewpoint comments;
68		ii. said functional health status data;
69	and
70		iii. said verbatim comments;
71	and
72	F.	a data reporting program for providing a
73		report to the patient;
74	III. a personal clinical data analysis module for
75	generating analyzed data for storage in said
76	comparative practice data repository, said
77	analyzed data generated by analyzing said
78	participant survey data, comparative patient
79	level data obtained from a clinical and

80	pathophysiological normative data repository,
81	and primary data obtained from said comparative
82	practice data repository, wherein said
83	generated analyzed data includes:
84	A. comparative patient level data for storing
85	in said clinical and pathophysiological
86	normative data repository, said
87	comparative patient level data including:
88	i. patient age data;
89	ii. patient gender data;
90	iii. patient functional health status data
91	iv. patient health screening data
92	v. patient family medical history data;
93	vi. patient medication data;
94	vii. patient pathophysiology data;
95	viii.patient health habits data;
96	ix. patient counseling data;
97	x. patient satisfaction data;
98	xi. patient health care access data;
99	xii. patient payment capability data; and
100	xiii.recommendations based on one or more
101	of: nationally accepted guidelines,
102	age, gender, or condition specific
103	care
104	B. comparative data for stored in said
105	comparative practice data repository; and
106	C. analyzed data stored in said comparative
107	practice data repository;
108	wherein said personal clinical data analysis module
109	generates said analyzed data after an
110	expiration of a period of time since said

| 111 | survey information was last generated, and |
| 112 | further wherein |

113   said personal clinical data analysis module

114   generates reports on said analyzed data for use

115   by the survey consumer;

116   IV.   an office team viewpoint module for providing

117   software scripts to said survey communication

118   system for surveying survey participants who

119   are employees, for validating said employee

120   before providing data access, and further for

121   receiving said survey data including employee

122   survey data obtained from the employee, said

123   employee survey data including:

124   A.   job performance data including:

125   i.   ability to keep pace data;

126   ii.   opportunities to improve data;

127   iii. job security data; and

128   iv.   performance expectations data;

129   B.   team function data including:

130   i.   team communication data;

131   ii.   team operation data;

132   iii. stress environment data;

133   iv.   change implementation data; and

134   v.   overall viewpoint data;

135   C.   verbatim comments; and

136   D.   employee function data;

137   wherein said employee survey data is stored in said

138   comparative practice data repository;

139   V.   an office fiscal performance viewpoint module

140   for providing software scripts to said survey

141	communication system for surveying survey
142	participants who are managers, for validating
143	said manager before providing data access, and
144	further for receiving said survey data
145	including fiscal performance data obtained from
146	the manager, said fiscal performance data
147	including:
148	staffing data;
149	compliance data;
150	encounter frequency data;
151	production data;
152	collections data
153	receipts data;
154	accounts receivable data;
155	cost data; and
156	overhead data;
157	wherein said office fiscal performance viewpoint
158	module stores said fiscal performance data in
159	said comparative practice data repository; and
160	further wherein said office fiscal performance
161	viewpoint module archives historical fiscal
162	performance data in said historical data
163	repository on clinic performance;
164	and
165	VI. a physician office data presentation module for
166	generating assessed survey information
167	including:
168	A. patient viewpoint assessments generated
169	using said patient viewpoint data and said
170	analyzed data obtained from said
171	comparative practice data repository;

172	B.	office team viewpoint assessments
173		generated using said employee survey data
174		obtained from said comparative practice
175		data repository;
176	C.	office fiscal performance viewpoint
177		assessments generated using said fiscal
178		data obtained from said comparative
179		practice data repository and said
180		historical data repository on clinic
181		performance; and
182	D.	personal clinical compass viewpoint
183		assessments;

184   said physician office data presentation module
185   further for formatting said assessed survey
186   information for display to the survey consumer
187   <u>in real time or near real time with respect to</u>
188   <u>the collection of the participant's survey</u>
189   <u>data</u>, said formatted assessed survey
190   information including:

191   A.   patient viewpoint results including:
192   i.   office process viewpoints;
193   ii. provider care and concern viewpoints;
194   iii. overall visit viewpoints; and
195   iv. verbatim comments on processes;
196   B.   functional health status results;
197   C.   fiscal performance viewpoint results
198   including:
199   D.   verbatim comments organized by category;

200   E.   survey information sorted according to survey
201   consumer entered criteria, said sorting
202   criteria including Boolean sorting.

1   13. (original) The system according to claim 12
2 wherein said physician office data presentation module
3 formats said assessed survey information utilizing a
4 compass viewpoint information presentation paradigm.

1   14. (currently amended) A method for collecting,
2 processing, and presenting survey information comprising
3 the steps of:
4   I.   connecting to a survey participant over an
5   external communication system;
6   II.   conducting a plurality of automated surveys
7   with survey participants for obtaining survey
8   data, said conducting a plurality of automated
9   surveys including the steps of:
10   A.   conducting a survey with a participant who
11   is a customer to obtain survey data
12   including customer viewpoint data;
13   B.   conducting a survey with a participant who
14   is an employee to obtain survey data
15   including employee viewpoint data; and
16   C.   conducting a survey with a participant who
17   is a manager to obtain survey data
18   including fiscal performance data;
19   III. generating analyzed data from said survey data,
20   wherein said analyzed data utilizes the compass
21   viewpoint information presentation paradigm;

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22      IV.  generating reports utilizing said survey data
23           and said analyzed data, said reports for use by
24           a survey consumer;

25      V.   generating assessed survey information from
26           said survey data and said analyzed data;

27      VI.  formatting said assessed survey information for
28           display to a survey consumer; and

29      VII. generating, formatting, and displaying a
30           formatted survey results report incorporating
31           survey data obtained from the current
32           participant in real time or near real time,
33           utilizing historical survey data, to each
34           survey participant during each of said surveys,
35           said survey results formatted and displayed in
36           a customized manner based on whether the
37           current survey participant is a customer, or an
38           employee[[,]] or a manager.

1       15. (original) The method according to claim 14
2   wherein said formatting said assessed survey information
3   is done according to a compass viewpoint information
4   presentation paradigm.

1       16. (original) The method according to claim 14
2   wherein said customer viewpoint data includes:

3       A.   customer satisfaction data;

4       B.   office process viewpoint data;

5       C.   provider care and concern data; and

6       D.   verbatim viewpoint comments;
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7   and further wherein said employee viewpoint data

8   includes:

9   A.   job performance data including:

10   i.   ability to keep pace data;

11   ii.   opportunities to improve data;

12   iii. job security data; and

13   iv.   performance expectations data;

14   B.   team function data including:

15   i.   team communication data;

16   ii.   team operation data;

17   iii. stress environment data;

18   iv.   change implementation data; and

19   v.   overall viewpoint data;

20   C.   verbatim comments; and

21   D.   employee function data;

22   and still further wherein said fiscal performance data

23   includes:

24   A.   staffing data;

25   B.   compliance data;

26   C.   encounter frequency data;

27   D.   production data;

28   E.   collections data

29   F.   receipts data;

30   G.   accounts receivable data;

31   H.   cost data; and

32   I.   overhead data.

1   17. (original) The method according to claim 16 as

2   applied to a medical care facility wherein said customer
3   is a patient and further wherein said analyzed data
4   includes:

5   A.   comparative patient level data including:

6   i.   patient age data;
7   ii. patient gender data;
8   iii. patient functional health status data
9   iv. patient health screening data
10   v.   patient family medical history data;
11   vi. patient medication data;
12   vii. patient pathophysiology data;
13   viii.patient health habits data;
14   ix. patient counseling data;
15   x.   patient satisfaction data;
16   xi. patient health care access data; and
17   xii. patient payment capability data;

1   18. (original) The method according to claim 17
2   wherein said assessed survey information includes:

3   A.   patient viewpoint results including:

4   i.   office process viewpoints;
5   ii. provider care and concern viewpoints;
6   iii. overall visit viewpoints; and
7   iv. verbatim comments on processes;
8   B.   functional health status results; and

9   C.   fiscal performance viewpoint results.

1   19. (original) The method according to claim 18
2   wherein said formatting said assessed survey information
3   is done according to a compass viewpoint information
4   presentation paradigm.

Arguments/Remarks

20. (original) The method according to claim 14 applied to a medical care provider wherein said customer is a patient and further wherein said analyzed data includes:

    A.   comparative patient level data including:

            i.   patient age data;
            ii. patient gender data;
            iii. patient functional health status data
            iv. patient health screening data
            v.   patient family medical history data;
            vi. patient medication data;
            vii. patient pathophysiology data;
            viii.patient health habits data;
            ix. patient counseling data;
            x.   patient satisfaction data;
            xi. patient health care access data; and
            xii. patient payment capability data;

21. (original) The method according to claim 20 wherein said assessed survey information includes:

    A.   patient viewpoint results including:

            i.   office process viewpoints;
            ii. provider care and concern viewpoints;
            iii. overall visit viewpoints; and
            iv. verbatim comments on processes;
    B.   functional health status results; and
    C.   fiscal performance viewpoint results.

22. (original) The method according to claim 21 wherein said formatting said assessed survey information

3   is done according to a compass viewpoint information
4   presentation paradigm.

1   23. (currently amended) A method for collecting,
2   processing, and presenting survey information comprising
3   the steps of:
4   I.   connecting to a survey participant over an
5   external communication system;
6   II.   conducting a plurality of automated surveys
7   with survey participants, said automated
8   surveys being conducted according to survey
9   scripts, said survey scripts providing
10   instructions for conducting said automated
11   survey to collect survey data, said conducting
12   a plurality of automated surveys with survey
13   participants including the steps of:
14   A.   conducting a survey with a participant who
15   is a customer according to customer survey
16   scripts including scripts for obtaining
17   survey data including customer viewpoint
18   data;
19   B.   conducting a survey with a participant who
20   is an employee according to employee
21   survey scripts including scripts for
22   obtaining survey data including employee
23   viewpoint data; and
24   C.   conducting a survey with a participant who
25   is a manager according to manager survey
26   scripts including scripts for obtaining
27   survey data including fiscal performance
28   data;

29   III. generating analyzed data from said survey data,

30   wherein said analyzed data utilizes a compass

31   viewpoint information presentation paradigm;

32   IV. generating reports utilizing said survey data

33   and said analyzed data, said reports for use by

34   a survey consumer or for use by said survey

35   participant;

36   V.   generating assessed survey information from

37   said survey data and said analyzed data <u>in real</u>

38   <u>time or near real time</u>, and

39   VI. formatting said assessed survey information

40   <u>into a formatted survey report</u> for display to a

41   survey consumer <u>during or immediately after any</u>

42   <u>of said surveys</u>.

1   24. (original) The method according to claim 23

2 wherein said customer viewpoint data includes:

3   A.   customer satisfaction data;

4   B.   office process viewpoint data;

5   C.   provider care and concern data; and

6   D.   verbatim viewpoint comments;

7 and further wherein said employee viewpoint data

8   includes:

9   A.   job performance data including:

10   i.   ability to keep pace data;

11   ii. opportunities to improve data;

12   iii. job security data; and

13   iv. performance expectations data;

14   B.   team function data including:

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15                    i.   team communication data;
16                    ii.  team operation data;
17                    iii. stress environment data;
18                    iv.  change implementation data; and
19                    v.   overall viewpoint data;
20      C.   verbatim comments; and
21      D.   employee function data;
22  and still further wherein said fiscal performance data
23      includes:
24      A.   staffing data;
25      B.   compliance data;
26      C.   encounter frequency data;
27      D.   production data;
28      E.   collections data
29      F.   receipts data;
30      G.   accounts receivable data;
31      H.   cost data; and
32      I.   overhead data.

1       25. (original) The method according to claim 23
2   applied to a medical care provider, wherein said customer
3   is a patient and further wherein said analyzed data
4   includes:
5       A.   comparative patient level data including:
6                    i.   patient age data;
7                    ii.  patient gender data;
8                    iii. patient functional health status data
9                    iv.  patient health screening data
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10   v.   patient family medical history data;

11   vi. patient medication data;

12   vii. patient pathophysiology data;

13   viii.patient health habits data;

14   ix. patient counseling data;

15   x.   patient satisfaction data;

16   xi. patient health care access data; and

17   xii. patient payment capability data.

18   26. (original) The method according to claim 23

19 wherein said assessed survey information includes:

20   A. patient viewpoint results including:

21   i.   office process viewpoints;

22   ii. provider care and concern viewpoints;

23   iii. overall visit viewpoints; and

24   iv. verbatim comments on processes;

25   B. functional health status results; and

26   C. fiscal performance viewpoint results.

1   27. (original) The method according to claim 26

2   applied to a medical care provider, wherein said customer

3   is a patient and further wherein said analyzed data

4   includes:

5   A. comparative patient level data including:

6   i.   patient age data;

7   ii. patient gender data;

8   iii. patient functional health status data

9   iv. patient health screening data

10   v.   patient family medical history data;

11   vi. patient medication data;

12   vii. patient pathophysiology data;

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13   viii.   patient health habits data;
14   ix.   patient counseling data;
15   x.   patient satisfaction data;
16   xi.   patient health care access data; and
17   xii. patient payment capability data.

1   28. (original) The method according to claim 27
2   wherein said formatting said assessed survey information
3   is done according to a compass viewpoint information
4   presentation paradigm.

1   29. (currently amended) A method for collecting,
2   processing, and presenting survey information comprising
3   the steps of:

4   I.   connecting to a survey participant over an
5   external communication system;

6   II. conducting a plurality of automated surveys
7   with survey participants, said automated
8   surveys being conducted according to survey
9   scripts, said survey scripts providing
10   instructions for conducting said automated
11   survey to collect survey data, said conducting
12   a plurality of automated surveys with survey
13   participants including the steps of:

14   A.   conducting a survey with a participant who
15   is a customer according to customer survey
16   scripts including scripts for obtaining
17   survey data including customer viewpoint
18   data including:

19   i.   customer satisfaction data;
20   ii. office process viewpoint data;

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21                    iii. provider care and concern data; and
22                    iv.  verbatim viewpoint comments;
23        B.    conducting a survey with a participant who is
24              an employee according to employee survey
25              scripts including scripts for obtaining survey
26              data including employee viewpoint data; said
27              employee viewpoint data including:

28                    i.    job performance data including:

29                          ability to keep pace data;
30                          opportunities to improve data;
31                          job security data; and
32                          performance expectations data;

33                    ii.   team function data including:

34                          team communication data;
35                          team operation data;
36                          stress environment data;
37                          change implementation data; and
38                          overall viewpoint data;

39                    iii. verbatim comments; and

40                    iv.   employee function data;

41        and
42        C.    conducting a survey with a participant who is a
43              manager according to manager survey scripts
44              including scripts for obtaining survey data
45              including fiscal performance data, said fiscal
46              performance data includes:

47              i.    staffing data;
48              ii.   compliance data;
49              iii. encounter frequency data;
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50            iv.   production data;
51            v.    collections data
52            vi.   receipts data;
53            vii.  accounts receivable data;
54            viii. cost data; and

55            ix.   overhead data;
56     III. generating analyzed data from said survey data,
57            said analyzed data including:

58            A.    comparative patient level data for storing
59                  in said clinical and pathophysiological
60                  normative data repository, said
61                  comparative patient level data including:

62                  i.    patient age data;
63                  ii.   patient gender data;
64                  iii.  patient functional health status data
65                  iv.   patient health screening data
66                  v.    patient family medical history data;
67                  vi.   patient medication data;
68                  vii.  patient pathophysiology data;
69                  viii. patient health habits data;
70                  ix.   patient counseling data;
71                  x.    patient satisfaction data;
72                  xi.   patient health care access data; and
73                  xii.  patient payment capability data;
74            B.    comparative data for stored in said
75                  comparative practice data repository
76                  including comparisons to nationally
77                  accepted guidelines; and

78            C.    historical comparisons based on analyzed
79                  data stored in said comparative practice
80                  data repository.
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81   IV. generating reports utilizing said survey data
82   and said analyzed data, said reports for use by
83   a survey consumer or for use by said survey
84   participant; and

85   V.   generating assessed survey information from
86   said survey data and said analyzed data, said
87   assessed survey information including:

88   A.   patient viewpoint results including:

89   i.   office process viewpoints;
90   ii. provider care and concern viewpoints;
91   iii. overall visit viewpoints; and
92   iv. verbatim comments on processes;
93   B.   functional health status results; and

94   C.   fiscal performance viewpoint results;

95   VI. formatting at least some portion of said
96   assessed survey information according to a
97   compass viewpoint information presentation
98   paradigm for display to a survey consumer, said
99   formatting including presentation of charts,
100   graphs, and textual reports; and

101   VII. formatting at least some portion of said
102   assessed survey information for providing a
103   derived survey report ~~survey information~~ to the
104   survey participant in real time or near real
105   time during or immediately after the survey
106   conducted with the survey participant, said
107   formatting being customized based on whether
108   the participant is a patient, or an employee or
109   a manager.

1   Claims 30-33 (canceled).

1   34 (currently amended) A method for collecting,
2   processing, and presenting survey information comprising
3   the steps of:
4   I.   connecting to a survey participant over an
5   external communication system;
6   II.   conducting a plurality of automated surveys
7   with survey participants for obtaining survey
8   data, said conducting a plurality of automated
9   surveys utilizing a drill-down methodology and
10   including the steps of:
11   A.   conducting a survey with a participant who
12   is a customer to obtain survey data
13   including customer viewpoint data; and
14   B.   conducting a survey with a participant who
15   is an employee to obtain survey data
16   including employee viewpoint data;
17   III. generating analyzed data from said survey data;
18   IV.   generating reports utilizing said survey data
19   and said analyzed data, said reports for use by
20   a survey consumer;
21   V.   generating assessed survey information from
22   said survey data and said analyzed data;
23   VI.   formatting said assessed survey information for
24   display to a survey consumer; and
25   VII. generating, formatting, and displaying
26   derivative survey information, utilizing
27   historical survey data and the survey data

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28   <u>obtained by the survey participant during the</u>

29   <u>survey</u>, to the survey participant during said

30   survey, said survey information provided in a

31   customized manner based on whether the current

32   survey participant is a customer or an

33   employee, wherein

34 said drill-down methodology utilizes one or both of

35   survey data already provided by the survey

36   participant and historical survey data to

37   determine a subsequent survey question to be

38   asked of the current survey participant.

1 35. (canceled).

1 36. (previously presented) The system of claim 35,
2 wherein said assessed survey information is presented in
3 seconds.

1 37. (canceled).

1 38. (previously presented) The system of claim 37,
2 wherein said assessed survey information is displayed in
3 seconds.

1 39. (canceled).

1 40. (previously presented) The system of claim 39,
2 wherein said reports are generated, and/or said assessed
3 survey information is displayed, in seconds.

1 41. (canceled).

1 42. (previously presented) The system of claim 41,

2   wherein said reports are generated, and/or said assessed
3   survey information is displayed, in seconds.

1   43. (canceled)..

1   44. (previously presented) The system of claim 43,
2   wherein said reports are generated, and/or said assessed
3   survey information is displayed, in seconds.

1   45. (canceled).

1   46. (previously presented) The system of claim 45,
2   wherein said reports are generated, and/or said assessed
3   survey information is displayed, in seconds.

1   47. (canceled).

1   48. (previously presented) The system of claim 57,
2   wherein said reports are generated, and/or said assessed
3   survey information is displayed, in seconds.

1   49. (canceled).

1   50. (previously presented) The system of claim 49,
2   wherein said assessed survey information is displayed in
3   seconds.

1   51 (currently amended) A method for collecting,
2   processing, and presenting survey information comprising
3   the steps of:
4   I.   connecting to a survey participant over an
5   external communication system;

6   II.   conducting a plurality of automated surveys
7   with survey participants for obtaining survey
8   data, said conducting a plurality of automated
9   surveys utilizing a drill-down methodology and
10   including the steps of:

11   A.   conducting a survey with a participant who
12   is a customer to obtain survey data
13   including customer viewpoint data; and

14   B.   conducting a survey with a participant who
15   is an employee to obtain survey data
16   including employee viewpoint data;

17   III. In real time or near real time with respect to
18   completing said conducting step, performing the
19   steps of:

20   A.   generating analyzed data <u>derived</u> from said
21   survey data;

22   B.   generating assessed survey information
23   <u>derived </u>from said survey data and said
24   analyzed data; and

25   C.   formatting said assessed survey
26   information ~~and/or~~ for generating reports
27   for display to a survey consumer <u>during or</u>
28   <u>immediately after any of the surveys</u>;

29   Wherein said drill-down methodology utilizes one or
30   both of survey data already provided by the
31   survey participant and historical survey data
32   to determine a subsequent survey question to be
33   asked of the current survey participant.

1   52 (new) A method for collecting, processing, and

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presenting survey information comprising the steps of:

    I.   conducting a plurality of surveys with a plurality of survey participants for obtaining survey data for storing in a database as historical survey data;

    II.   connecting to a current survey participant over an external communication system to obtain current survey data by conducting a current survey of the current survey participant;

    III. In real time or near real time with respect to said connecting to a current survey participant, performing the steps of:

        A.   generating analyzed data derived from said historical survey data;

        B.   generating assessed survey information derived from said current survey data and said analyzed data; and

        C.   generating reports for display to a survey consumer utilizing said assessed survey information, wherein said reports are presented to the survey consumer during or immediately following said conducting of the current survey.

53. (new) The method of claim 52, wherein an additional report is prepared for display to the participant during the current survey to provide feedback to the current participant during the current survey, and wherein the additional report utilizes data collected during the current survey and utilized the historical survey data.